LiveHelp Quality Assurance Tool Definitions/Criteria

Quality Measure	THE STANDARD **Meets Expectations (Score = 2)** **The following quality criteria were met <u>throughout</u> the user session:**	**Needs Improvement (Score = 1)** **Information was not consistently provided in the user session to meet the user's information needs (any example is applicable):**	**Unacceptable (Score = 0)**
Information Needs	Accurate and complete content information, relevant to user's inquiry and concerns. Knowledge of resources was evident, and applied in context of inquiry. Needs Assessment: Asked questions relevant and tailored to user's situation or inquiry. Information was presented in an organized manner. Attempt was made to define technical terms and/or technical terms were defined throughout session.	Incomplete information provided to user. Lack of resource knowledge was evident in session (e.g., a better resource/Web site could have been offered). Needs assessment: Incomplete; not tailored to user's situation or inquiry. Information was not presented in an organized manner. Attempt was not made to define technical terms that would have helped to clarify information conveyed to user.	Incorrect information was provided. Incorrect resource/Web site provided. Needs Assessment: No needs assessment was conducted to ascertain information from user when it was necessary. Information was presented in a disorganized manner *throughout the session*.

Quality Measure	THE STANDARD **Meets Expectations (Score = 2)** **The following quality criteria were met <u>throughout</u> the user session:**	**Needs Improvement (Score = 1)** **Information was not consistently provided in the user session to meet the user's information needs (any example is applicable):**	**Unacceptable (Score = 0)**
Delivery	**Format**: Explanation of URL provided before URL was listed. Not too much text/cut and paste evident. **Tone**: Was professional, empathetic, and credible. Acknowledged coping cues. **Style**: Words were spelled correctly, punctuation was correct, and sentences were complete. **Language**: Correct grammar was used.	**Format**: Extensive text or cut/paste language throughout session. No explanation of URL before sending. **Tone**: Lack of rapport established with user. Extensive hold time without checking back with user. Failed to respond to coping cues. **Style**: Incorrect spelling, incomplete or inaccurate punctuation, fragmented/incomplete sentences used throughout session. **Language**: Incorrect grammar used throughout session.	**Format/Style/Language**: *Extensive* errors in format, style and/or language throughout the session. **Tone**: Insensitive/inappropriate remarks made in session. Lack of interest in user. For entire session, did not appear knowledgeable or professional.

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CIS Policies, Procedures	CIS policies were adhered to. NCI – developed, supplied, or approved resources were used.		CIS policy was not adhered to.